



STATE BOARD OF EQUALIZATION

TAX TECHNICIAN III, BOARD OF EQUALIZATION

EXAM CODE: 8EQ43

OPEN STATEWIDE

California State Government is An Equal Employment Opportunity Employer providing equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

It is an objective of the State of California to achieve a drug-free state workplace. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

HOW TO APPLY

State applications (Form STD. 678) may be mailed to:

**EXAMINATION & RECRUITMENT SECTION
BOARD OF EQUALIZATION
450 N STREET MIC:17
SACRAMENTO CA 95814**

Applications may be delivered in person to the above street address.

Do not submit applications to the State Personnel Board.

FINAL FILING DATE

January 14, 2009

Applications (Form STD. 678) must be **POSTMARKED** (e.g., United States Postal Service), or personally delivered no later than the final filing date.

Note:

Applications postmarked or personally delivered to the Human Resources Division, Room 317, 450 N Street, Sacramento, after the final filing date will not be accepted for any reason.

Do not send your application via interoffice or interagency mail. Applications received in this manner will not be accepted and cannot be returned pursuant to Government Code 174.

It is the personal responsibility of each examination candidate to submit an examination application within the timeframe and in the manner specified on this examination bulletin.

Accepted applicants are required to bring either a photo identification card or two forms of signed identification to the examination.

SPECIAL TESTING ARRANGEMENTS

If you are disabled and need special testing arrangements, mark the appropriate box in Part 2 of the "Application for Examination". You will be contacted to make specific arrangements.

QUALIFICATIONS APPRAISAL INTERVIEWS

It is anticipated that interviews will be held during **February/March 2009**.

SALARY RANGE

\$2951 – \$3588

Tax Technician III's employed with the Board of Equalization assigned to perform taxpayer counter services, upon verification, may be eligible to receive a pay differential of \$100.00 per month.

ELIGIBLE LIST INFORMATION

This is an open examination. Applications will not be accepted on a promotional basis. Career credits do not apply.

Names of successful competitors are merged into the list in order of final scores, regardless of date. Eligibility expires 12 months after it is established.

COMPETITION RESTRICTIONS

Competitors, who are eliminated for not meeting the minimum requirements as stated on this examination bulletin, may reapply when the entrance requirements are met.

Competitors who do not appear for their scheduled examination or who do not attain a minimum rating of 70% must wait at least six months from the date of disqualification before reapplying.

Successful competitors establish list eligibility for 12 months and must wait nine months from the list date before competing again.

**COMPETITION RESTRICTIONS
(continued)**

Current candidates on the August 22, 2008 list are not eligible to apply for this new testing period. Candidates who were unsuccessful in the August 22, 2008 examination are not eligible to apply for this exam administration.

**REQUIREMENTS FOR ADMITTANCE
TO THE EXAMINATION**

All applicants must meet the entrance requirements for this examination by **January 14, 2009**, the final filing date.

Experience applicable to one of the following patterns may be combined, on a proportional basis, with experience applicable to another pattern to meet the total experience requirement.

Either I

In the California state service, either: (a) one year of experience performing the duties of a Tax Technician II, Board of Equalization; or (b) 18 months performing the duties of a Tax Technician I, Board of Equalization, Range B.

Or II

Three years of experience in a governmental or private agency performing duties which provide knowledge of the laws, rules, and regulations pertaining to the tax programs administered by the Board of Equalization. (Experience in California state service applied toward this requirement must include one year in a class with a level of responsibility not less than Tax Technician II, Board of Equalization.)

THE POSITION

This is the advanced journey level of the series. Under general direction and with very little day-to-day supervision, incumbents serve as the expert staff resource responsible for the most difficult and complex technical duties. Incumbents may: provide the initial taxpayer contact on selected billings, delinquencies, and revocations of tax accounts and the less difficult collection cases; serve in a lead capacity over lower level Tax Technicians performing taxpayer interviewer duties; establish, clear, and control delinquencies of tax accounts; recommend liens or refunds and apply or refund unapplied credits, security, or citations; prepare complex adjustments to the accounts receivable system; review schedule type returns for transfers and questionable funding and allocate funds to state, county, local, and transit districts; review, evaluate, and process security; adjust billings and accounts receivable on petitioned cases; establish and maintain control on the proper filing of property statements; and recommend the granting of extensions of time or impose penalties.

Positions exist statewide with the Board of Equalization.

Various positions may require the incumbent to be fingerprinted.

EXAMINATION INFORMATION

This examination will consist of a qualifications appraisal interview weighted 100.00%. The interview will include a number of predetermined job-related questions. In order to obtain a position on the eligible list, a minimum rating of 70.00% must be attained in the interview. **COMPETITORS WHO DO NOT APPEAR FOR THE INTERVIEW WILL BE DISQUALIFIED.**

Qualifications Appraisal Interview - Weighted 100%

Scope:

A. Knowledge of:

1. Modern office methods and procedures.
2. Business terminology as it relates to the tax programs administered by the Board of Equalization.
3. Rules, regulations, general organization, and procedures of the Board of Equalization.
4. Grammar, spelling, punctuation, and modern English usage.
5. Arithmetic.
6. Working knowledge of the laws, rules, regulations, policies, and procedures administered by the Board of Equalization.
7. In depth knowledge of the laws, rules, regulations, policies, and procedures administered by the Board of Equalization.

B. Ability to:

1. Communicate at a level required for successful job performance.
 2. Perform mathematical computations.
 3. Apply laws, rules, and regulations.
 4. Interpret and use reference material.
 5. Follow instructions.
 6. Use tact and good judgment in dealing with fellow employees, the public, and other governmental entities.
 7. Interpret written and numerical data.
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EXAMINATION INFORMATION
(continued)

8. Learn to utilize personal computer systems and software applications in the performance of technical work.
9. Communicate effectively over the telephone and in person.
10. Accept increasing responsibility.
11. Be flexible and adapt to changes in procedures and/or workload.
12. Apply and interpret well-defined sections of the laws, rules, and regulations governing the various tax programs administered by the Board of Equalization.
13. Independently research problems and take or recommend action.
14. Function effectively under pressure.
15. Work independently.
16. Recognize questions and/or situations outside of the employees area of responsibility or knowledge and refer them to the appropriate person(s).
17. Serve in a lead capacity in advising and training less experienced and knowledgeable staff.
18. Work independently with minimal directions.
19. Accept increasing responsibility for difficult and complex work and for accuracy and thoroughness in completed work.

Veterans' preference points will be added to the final score of all competitors who are successful in the examination and who qualify for, and have requested these points. Due to law changes effective January 1, 1996, veteran's credit will not be awarded once a veteran achieves permanent civil service status.

GENERAL INFORMATION

Examination Security Information – After the completion of your examination, you may not discuss the contents of the examination including the questions, with anyone except the interview panel members, or the Examination and Recruitment Section. Examinations are competitive and the only way another individual may unfairly learn the contents of the examination material is from you. When you talk about the examination with other competitors, it could help them score higher and impact your score or placement on the eligible list. No personal items (i.e., notes, notepads, PDA's cell phones, purses, wallets, etc.) are allowed to be present at, or to be used during your examination. Failure to comply can result in your disqualification from the examination and may result in disciplinary action. Evidence of copying or collusion may result in the cancellation of the examination and the debarment of the competitor from future state civil service examination of any kind.

It is the candidate's responsibility to contact the Board of Equalization's Examination and Recruitment Section in Sacramento (916) 324-4807, CALNET 454-4807, three days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature it is the candidate's responsibility to contact the Board of Equalization's Examination and Recruitment Section in Sacramento (916) 324-4807, CALNET 454-4807 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview, self-assessment report or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available on State Personnel Board website, www.spb.ca.gov, State Personnel Board offices, local offices of the Employment Development Department and the Department noted on the front.

If you meet the requirements stated in this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described in this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The Board of Equalization reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire within one to four years unless otherwise stated on this bulletin.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at the Information Counter of State Personnel Board offices.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required.

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Hiring Interview Scope: If a hiring interview is conducted, in addition to the scope described in this bulletin, the panel may consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

Career Credits: In an open, non-promotional examination, career credits are granted to: 1) State employees with permanent civil service status, 2) full-time employees of the State who are exempt from State civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirements specified by the Board and have 12 consecutive months of service in an exempt position, and 3) individuals who have served one full year in, or are graduates of, the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the criteria, and who are successful in the examination. Such examinations cannot be for managerial positions described in Government Section 3513. Competitors not currently employed by the State civil service who have mandatory reinstatement rights may also be eligible for career credits, but they must explain their civil service status in the appropriate section of the application Form 100-678. (Section 4 of Article VII of the California Constitution is posted at the State Personnel Board, 801 Capitol Mall, Sacramento.)

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device. Calls may be placed using the following relay system.

California Relay Telephone Service for the Deaf or Hearing Impaired:

From TDD phones: **1-800-735-2929**

From voice phones: **1-800-735-2922**

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